

To: Operations and Scheduling Committee

Date: November 24, 2014

From: Anne Muzzini, Director of Planning and Marketing

Reviewed by:

Subject: Status on Service Changes to Route #5 and #7

Background:

In August changes to routes #5 and #7 were made to implement the recommendations of the Adaptive Service Plan and provide more direct service from the Creekside neighborhood and the Shadelands business park to BART. We now have enough ridership history to evaluate the impact of the changes.

Summary:

The new Route #5 is very successful in large part due to an increase in the frequency of service the City subsidy of the fares resulting in free rides. There was some concern that residents of Creekside apartment complexes wouldn't change their behavior despite the free fare but the ridership by stop report shows that 90 passengers a day are boarding at the Creekside stops.

The new Route #7 now operates from Shadelands to only one BART station as opposed to the past when two stations were served. The route has less service hours due to the shorter route distance. As a result of the reduction in service hours there are less riders. Productivity as measured in terms of passengers per hour is up. County Connection is working with the new Shadelands PBID representatives and staff to come to an agreement regarding free fares for the route.

Comparison of Statistics October 2013 to 2014			
	Average Weekday Ridership	Passengers per Revenue Hour	Revenue Hours per Day
Route #5			
Oct 2013	87	8.8	10:00
Oct 2014	327	18.9	17:20
Route #7			
Oct 2013	206	6.2	32:31
Oct 2014	165	8	20:33

Route #5 Ridership by Stop			
Average Passenger per Weekday (Fall Bid thru 11.24.14)			
		Boardings	Alightings
North	CREEKSIDE DR/END	15	0
North	CREEKSIDE DR/NEAR CT	32	1
North	CREEKSIDE DR/CREEKSIDE OAKS	37	1
North	CREEKSIDE DR/QUAIL CT	7	1
North	SOUTH MAIN ST/CREEKSIDE DR	8	0
North	SOUTH MAIN ST/LILAC DR	12	5
North	NORTH CALIFORNIA BLVD/NEWELL AVE	10	3
North	NORTH CALIFORNIA BLVD/BOTELHO DR	5	7
North	SOUTH BROADWAY/OLYMPIC BLVD	2	5
North	NORTH CALIFORNIA BLVD/MT DIABLO BLVD	2	7
North	NORTH CALIFORNIA BLVD/COLE AVE	1	31
North	BART WALNUT CREEK/ARR SOUTH END	0	97
South	BART WALNUT CREEK/ARR SOUTH END	125	0
South	NORTH CALIFORNIA BLVD/LACASSIE AVE	11	2
South	NORTH CALIFORNIA BLVD/COLE AVE	2	1
South	NORTH CALIFORNIA BLVD/TRINITY AVE	4	1
South	NORTH CALIFORNIA BLVD/BONANZA ST	3	4
South	SOUTH CALIFORNIA BLVD/MT DIABLO BLVD	4	8
South	SOUTH CALIFORNIA BLVD/BOTELHO DR	3	7
South	NEWELL AVE/KAISER MEDICAL CENTER	5	16
South	SOUTH MAIN ST/KAISER MEDICAL CENTER	2	15
South	CREEKSIDE DR/QUAIL CT	1	11
South	CREEKSIDE DR/1459 CREEKSIDE DR	1	21
South	CREEKSIDE DR/NEAR CT	14	31
South	CREEKSIDE DR/END	0	9

Route #7 Ridership by Stop			
Average Passenger per Weekday (Fall Bid thru 11.24.14)			
		Boardings	Alightings
East	BART PLEASANT HILL 9	111	0
East	TREAT BLVD/JONES ST	3	0
East	TREAT BLVD/CANDELERO DR	0	3
East	TREAT BLVD/CARRIAGE DR	2	3
East	TREAT BLVD/ARKELL RD	0	1
East	TREAT BLVD/WINTON DR	0	6
East	TREAT BLVD/OAK GROVE RD	1	21
East	OAK GROVE RD/SHADELANDS DR	8	19
East	N VIA MONTE BETWEEN YGNACIO VALL	3	5
East	SHADELANDS DR/N WIDGET	2	6
East	SHADELANDS DR/LENNON LN	2	5
East	LENNON LN/NORTH WIGET LN	4	5
East	NORTH WIGET LN/MITCHELL DR	6	7
East	MITCHELL DR/PARK AND RIDE LOT	0	3
West	MITCHELL DR/PARK AND RIDE LOT	8	0
West	OAK GROVE RD/PEACH WILLOW LN	6	1
West	TREAT BLVD/OAK GROVE PLAZA DRIVE	8	1
West	TREAT BLVD/ROYAL ANNE LN	1	0
West	TREAT BLVD/WINTON DR	2	0
West	TREAT BLVD/ARKELL RD	1	0
West	TREAT BLVD/CARRIAGE DR	1	1
West	TREAT BLVD/CANDELERO DR	1	0
West	TREAT BLVD/CHERRY LN	0	27
West	BART PLEASANT HILL 9	0	49